

Quintin T. Phillips  
11720 Goldenrod  
Boise, ID 83713

8 Feb. 2003.02.07

Idaho Public Utilities Commission  
P.O. Box 83720,  
Boise, ID 83720-0074  
208-334-3762

RE: CASE QWE-T-03-4

To Whom It May Concern:

The phone service in my neighborhood is unacceptable. My home has experienced a number of outages in addition to static on the lines with almost every rainstorm. In response to my complaints, the service personnel from QWEST have responded that the lines are old and there are no good twisted pairs remaining.

Last Christmas the phone service was out from about the 23<sup>rd</sup> to the 26<sup>th</sup> due to failed QWEST lines and no alternate lines being available.

How would you like to lose phone service over Christmas?

This is not only inconvenient but puts my home and family at risk due to the dependence our society has on "phoning for help."

Please direct QWEST to upgrade the service to my neighborhood with a portion of the funds referred to in this case.

Sincerely,



Quintin T. Phillips

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*Spirit of Service*

999 Main Street  
Boise, ID 83703

February 7, 2003 IDAHO PUBLIC  
UTILITIES COMMISSION

Jean Jewell, Commission Secretary  
Idaho Public Utilities Commission  
472 W. Washington Street  
P.O. Box 83720  
Boise, ID 83720-0074

Re: CASE NO. QWE-T-03-4 -- In the matter of Qwest's proposal to use revenue sharing funds to make network improvements in its southern Idaho service area

Dear Ms. Jewell:

As the Directors responsible for engineering, construction, operation and maintenance of Qwest's Idaho network infrastructure, we are writing to express our full support for the Tech III proposal recently submitted by Qwest. Our primary concern is the timely provision of reliable, high-quality local exchange service to all our Idaho residence, business and wholesale customers.

The Tech III program accelerates the replacement of older outside plant facilities which would otherwise not be modernized at this time. The lead cables, which are more prone to service interruption during rainy, wet weather, are the source of above-average customer trouble reports. There is no effective way to prevent the on-going problem of rodent damage on these cables which creates additional service problems and customer frustration. Likewise, the Anaconda carrier systems, while continuing to provide adequate voice service, utilize out-dated analog carrier technology which will not support state-of-the-art signaling technology necessary for many of the services and features demanded by our customers today.

New facilities funded through Tech III will help us provide the quality service our customers have come to expect and deserve. The replacement cables will essentially be "squirrel proof" since they are wrapped in a steel sheath. Lead cable sections most susceptible to wet weather will be replaced with modern cables unaffected by moisture invasion. The bottom line is better, more reliable service to our customers.

The Tech III program is customer-focused and service driven. In our opinion, it is by far the best use of the Commission's remaining revenue sharing funds. The Company's commitment to invest an incremental amount of matching funds above our allotted capital budget is a significant benefit which underscores Qwest's new Spirit of Service. We encourage the Commission to approve the Tech III program and to help us continue a tradition of service excellence in Idaho.

Sincerely,

Karen Myers, Director  
Qwest-Idaho Network Engineering & Construction

Dale Wocicki, Director  
Qwest-Idaho Network Installation & Maintenance